

POSITION DESCRIPTION

POSITION: Programs Facilitator – Library	REPORTS TO: Service Leader Cultural Development and Programs	
DIRECTORATE: Sustainable Communities	GROUP: Community & Cultural Services	
SECTION: Community Programs	GRADE: G	DATE: April 2023
POSITION NUMBER(S): 756	Indoor	Permanent Full-Time

OUR VISION

“Committed to the Pursuit of Excellence”

OUR VALUES

- ✓ CUSTOMER CENTRIC *Our customers are at the heart of everything we do*
- ✓ ACCOUNTABILITY *We are transparent and responsible in all that we do*
- ✓ INNOVATION *We deliver excellence in our services through innovation*
- ✓ COLLABORATION *We work together to seek solutions both internally and externally*
- ✓ EMPOWERMENT *We support our people and provide them the scope to deliver outcomes.*

POSITION OBJECTIVES

- To plan, implement, and evaluate public programs and events to support Coffs Harbour Libraries’ programs and services to meet the identified outcomes within the LMG (Library, Museum and Gallery) Strategy and the Cultural Strategic Plan.
- To support the Group’s public programs, outreach activities and service provision as required.
- To provide support to the leadership team of the City of Coffs Harbour on establishing a high performance organisation through the development of its people and processes.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes
 - Ensuring that the Code of Conduct and Fraud and Corruption policies are followed at all times
 - Provide valued team contribution by application of performance and behaviours consistent with a local government environment, experience and industry knowledge in the application of skills and expertise

KEY RESPONSIBILITIES

- Collaborate with Library Team and other relevant Cultural Services Team and City staff to develop, implement and evaluate public programs and events for the Library to meet the identified outcomes within the LMG Strategy and the other related plans such as the Cultural Strategic Plan.
- Work with external partners and providers, and develop necessary relationships and networks, to support the delivery of Cultural Services programs and events.
- Coordinate assigned events and programs, including setup, delivery, resources, communications, risk management and logistics.
- Contribute to the development of an annual Cultural Services Team programs plan and calendar including outreach, digital, educational, and pop-up initiatives and resources.
- Identify opportunities to link the City's library, visual arts and museum facilities (including Yarrila Place) into a cohesive hub of cultural and community development.
- Evaluate and report on program delivery, including statistical measures and assessment of the performance in delivering of identified strategic outcomes.
- Monitor budget expenditure for program delivery within allocation and required parameters.
- Support the Group's customer services, public programs and outreach activities as required.
- Other duties as directed by the Service Leader Cultural Development & Programs.

KEY RELATIONSHIPS

- LMG Service Leader, Cultural Development and Programs
- Cultural Services Team Leader
- Other Programs Facilitators
- Other Service Leaders, staff and volunteers
- Other City public programs and events staff
- City Media Officer
- City of Coffs Harbour Leadership team
- External partners and providers
- Customers

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Degree or experience in a relevant field
- Relevant experience in the library, cultural and creative sector, including program and event planning, delivery and evaluation
- Current Class C Drivers Licence
- Working with Children Check
- Ability to do out of hours work and weekends.

Desirable

- Responsible Service of Alcohol (RSA) certificate or willingness to obtain.

COMPETENCIES

Knowledge and Capabilities

- Demonstrated interpersonal and communication skills, both oral and written, and in using the online environment as a communication medium.
- Demonstrated ability to collaborate and manage stakeholder relationships
- Demonstrated high-level customer service skills and experience in handling customer enquiries.
- Demonstrated high-level organisational, program and event management skills
- Ability to translate policy, strategy and research into program design.
- Demonstrated knowledge of and experience in budget monitoring and control.
- Demonstrated high level of computer literacy including Microsoft Office programs, library or other management systems, and online collaboration and productivity tools.

Other Requirements

In this role you will be required at times to work after hours or on weekends. As such, the ability to work flexible hours is an inherent requirement of the role

Position Demands Analysis

<Position Title>

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
Sedentary work lifting 0-4.5kg	3	Elevating arms above shoulder height	1	Climbing to access / exit excavations	0
Light work lifting 4.5-9.1kg	0	Extend arms for reaching	1	Kneeling for extended periods	1
Medium work lifting 9.1-22.7kg	1	Sitting for extended periods	0	Crawling	0
Heavy work lifting 22.7-45.5kg	0	Standing for extended periods	2	Balancing	0
Very Heavy work lifting >45.5kg	0	Walking for extended periods	1	Hearing above background noise	0
Repetitive Lifting	2	Walking on uneven ground	0	Depth perception	0
Pulling Loads > 5kg	1	Frequent bending / stooping	2	Colour vision	0
Pushing loads > 5kg	1	Shovelling / digging	0	Fine manipulation	0
Lifting with trunk twisting	2	Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	0	Dust Mask / Respirator	0	Reflective vest	0
Hard hat	0	Protective eyewear	0	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	0		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	1			Odours	0
Liquids	0			Mists / Fumes	0
Herbicide spraying	0			Possible exposure to sharps	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	0	Slippery surfaces	0
Outside work	0	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	3
Working alone	2	Working at heights	0	Use of computer for screen based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	0
Working with cold substances	0	Low Temps < 3 degrees	0	Violence / aggression from customers	1
Noisy work areas	0	Fatigue	0		